

## Your response

Question	Your response
<b>Question 1: Do you agree with the areas we are planning to cover as part of this review? Are there additional areas we should take into account?</b>	Confidential? – N  I agree with the coverage of the review with additional input as below.
<b>Question 2: Do you have any comments on the issues raised in relation to these areas? Please provide any supporting evidence that you think we should take into account.</b>	Confidential? – N  Insistence that complaints are recorded by providers is needed. Telephone calls to providers are typically free of charge but therefore not on itemised bills so impossible to prove afterwards when needed as evidence.
<b>Question 3: Do you consider there are additional sources of information we should consider when undertaking our assessment of these areas?</b>	Confidential? – N

Please complete this form in full and return to [ADRreview@ofcom.org.uk](mailto:ADRreview@ofcom.org.uk)